

Briefing Note: Digital Inclusion in Surrey Libraries

Digital & Information Offer to inform, inspire and innovate

Through the Digital & Information Offer we:

- Provide quality information and digital support.
- Enable individuals and communities to develop learning skills to find answers and to inform life choices.
- Offer help to children and adults to engage and feel safe online.
- Ensure resources and opportunities are accessible and embrace creative and innovative technology.

Statistics

- 52 Libraries in Surrey
- 319 public computers available across the library network
- 146,823 available hours of free access to Wi Fi and internet
- 18,403 Volunteer hours are given to support residents, including Library Digital Buddies.
- Free Wi-Fi in every Surrey Library
- Trained library staff to support residents

Additional support for residents

- Access to free computer courses provided by The Good Things Foundation Learn My Way courses [Learn My Way | Develop Your Digital Skills](#)
- Sign posting to Surrey Adult Learning [Adult learning courses - Surrey County Council \(surreycc.gov.uk\)](#)
- Information on how to get started using a computer, tablet or smartphone
- Citizens Advice (CA) - All of the CA information is now on-line at [Citizens Advice](#)
- Barclays Digital eagles
[How the Digital Eagles can help you \(uk.barclays\)](#)
<https://digital.wings.uk.barclays/our-digital-courses/keeping-children-safe-online/online-gaming/support-your-child-with-gaming/helping-children-take-control/>

Campaigns & Promotions

We run regular scams awareness sessions in libraries working with our Trading Standards colleagues and also promote special events, e.g. Friends against scams, Scams awareness Fortnight.

Money Management

We also promote a range of online web pages aimed at children and young people,

older adults (aged 75+) and working age hardship among adults relating to low skills, including:

- [Free and impartial help with money, backed by the government | MoneyHelper](#)
- [Money management | Financial advice | The Prince's Trust \(princes-trust.org.uk\)](#)
- [Money and legal advice for seniors | Age UK](#)
- [The Pensions Advisory Service - GOV.UK \(www.gov.uk\)](#)

National Databank in Surrey Libraries

Good Things Foundation created the National Databank with Virgin Media O2, supported by Vodafone and Three. It works like this:

- Our partners Virgin Media O2, Vodafone and Three regularly donate mobile data SIM cards to us at Good Things
- Members of the **National Digital Inclusion Network, which is a network of organisations helping people in their communities** powered by Good Things, can apply for data packages anytime
- Members of the National Digital Inclusion Network receive, activate and gift the free mobile data to people experiencing data poverty or living on a low income in their community
- People experiencing data poverty or living on a low income can pick up a free mobile SIM card from their **local National Databank. (There's over 1,600 organisations currently providing the National Databank across the UK!)**